



NCWorks Service Keys




PURPOSE
why we do what we do and
how we exceed our customer's
expectation of service.

- ✓ I consistently provide excellence in customer service
- ✓ I constantly seek ways to exceed my customers' expectations
- ✓ I fully support a culture of service excellence



PERFORMANCE
how our behavior and
results compare to our goals
and potential.

- ✓ I execute my job with efficiency and keep my skills current
- ✓ I use available resources wisely and optimize my productivity
- ✓ I consistently focus on meeting customer needs with results-oriented service




PROFESSIONALISM
combines the ingredients of
products, services, and behaviors
to impact the customer experience.

- ✓ I conduct myself as a confident and energetic workforce professional
- ✓ I treat customers and co-workers with respect in all interactions
- ✓ I ensure my workspace is organized, accessible, and welcoming

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THE CUSTOMER BILL OF RIGHTS



CREATING A VALUE CODE



THE 3 C'S



THE CORE4



Unlocking a New Level of Service!

"Customer service shouldn't be a department; it should be the entire company."
Tony Hsieh - Zappos Founder

PURPOSE



PERFORMANCE



PROFESSIONALISM

